Enterprise Incident Report July 2012

As of 8/1/2012

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
AGRC	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Capitol Desktop Support	Brian Bintz	0 0	9 0	0 0	9 0
		Paul Ross	0 0	2 2	0 0	2 2
		Scott Wunderlich	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	14 2	0 0	14 2
	Capitol Hosting	Joe Benson	1 0	2 0	1 0	4 0
		Matt Dunlap	0 0	0 0	1 0	1 0

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			High	Low	Medium	FCR Total
AGRC	Capitol Hosting	Mike Tyrrell	0 0	0 0	1 0	1 0
		Mycah Mattox	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 0	2 0	3 0	7 0
	Help Desk	Julie VanBeekum	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Internal Application Development and Support	John Bracken	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Network Operations	Kelli Okumura	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Assigned Group Total		2 0	27 4	3 0	32 4
Customer Company Total			2 0	27 4	3 0	32 4

AGRC

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
AGRC	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Capitol Desktop Support	Brian Bintz	0 0	9 0	0 0	9 0
		Paul Ross	0 0	2 0	0 0	2 0
		Scott Wunderlich	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	14 0	0 0	14 0
	Capitol Hosting	Joe Benson	1 0	2 0	1 0	4 0
		Matt Dunlap	0 0	0 0	1 0	1 0

AGRC

			High	Low	Medium	MIR Total
AGRC	Capitol Hosting	Mike Tyrrell	0 0	0 0	1 0	1 0
		Mycah Mattox	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 0	2 0	3 0	7 0
	Help Desk	Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Internal Application Development and Support	John Bracken	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Network Operations	Kelli Okumura	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Assigned Group Total		2 0	27 2	3 0	32 2
Customer Company Total			2 0	27 2	3 0	32 2

AGRC

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
AGRC	Application Services	Dustin Crump	0 0.00	2 0.03	0 0.00	2 0.03
		Martin Gonzalez	0 0.00	1 2.17	0 0.00	1 2.17
		Paul Lundell	0 0.00	1 0.28	0 0.00	1 0.28
		Tony Larsen	0 0.00	1 0.33	0 0.00	1 0.33
		Assigned to Individual Total	0 0.00	5 0.57	0 0.00	5 0.57
	Capitol Desktop Support	Brian Bintz	0 0.00	9 0.28	0 0.00	9 0.28
		Paul Ross	0 0.00	2 0.00	0 0.00	2 0.00
		Scott Wunderlich	0 0.00	3 0.25	0 0.00	3 0.25
		Assigned to Individual Total	0 0.00	14 0.24	0 0.00	14 0.24
	Capitol Hosting	Joe Benson	1 0.29	2 0.38	1 0.97	4 0.50
		Matt Dunlap	0 0.00	0 0.00	1 0.00	1 0.00

AGRC

			High	Low	Medium	ATTIR Total
AGRC	Capitol Hosting	Mike Tyrrell	0 0.00	0 0.00	1 0.23	1 0.23
		Mycah Mattox	1 0.36	0 0.00	0 0.00	1 0.36
		Assigned to Individual Total	2 0.33	2 0.38	3 0.40	7 0.37
	Help Desk	Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Internal Application Development and Support	John Bracken	0 0.00	2 0.15	0 0.00	2 0.15
		Assigned to Individual Total	0 0.00	2 0.15	0 0.00	2 0.15
	Network Operations	Kelli Okumura	0 0.00	2 0.85	0 0.00	2 0.85
		Assigned to Individual Total	0 0.00	2 0.85	0 0.00	2 0.85
	Assigned Group Total		2 0.33	27 0.33	3 0.40	32 0.34
Customer Company Total			2 0.33	27 0.33	3 0.40	32 0.34

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
AGRC	Application Services	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Paul Lundell	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Capitol Desktop Support	Brian Bintz	0 0	9 5	0 0	9 5
		Paul Ross	0 0	2 0	0 0	2 0
		Scott Wunderlich	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	14 5	0 0	14 5
	Capitol Hosting	Joe Benson	1 1	2 1	1 0	4 2
		Matt Dunlap	0 0	0 0	1 0	1 0

AGRC

			High	Low	Medium	MR Total
AGRC	Capitol Hosting	Mike Tyrrell	0 0	0 0	1 0	1 0
		Mycah Mattox	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 1	2 1	3 0	7 2
	Help Desk	Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Internal Application Development and Support	John Bracken	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Network Operations	Kelli Okumura	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Assigned Group Total		2 1	27 6	3 0	32 7
Customer Company Total			2 1	27 6	3 0	32 7

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AGRC

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTR Total
AGRC	Application Services	Dustin Crump	0 0.00	2 0.08	0 0.00	2 0.08
		Martin Gonzalez	0 0.00	1 2.44	0 0.00	1 2.44
		Paul Lundell	0 0.00	1 0.33	0 0.00	1 0.33
		Tony Larsen	0 0.00	1 0.33	0 0.00	1 0.33
		Assigned to Individual Total	0 0.00	5 0.65	0 0.00	5 0.65
	Capitol Desktop Support	Brian Bintz	0 0.00	9 4.63	0 0.00	9 4.63
		Paul Ross	0 0.00	2 0.00	0 0.00	2 0.00
		Scott Wunderlich	0 0.00	3 1.30	0 0.00	3 1.30
		Assigned to Individual Total	0 0.00	14 3.25	0 0.00	14 3.25
	Capitol Hosting	Joe Benson	1 4.24	2 40.24	1 2.46	4 21.80
		Matt Dunlap	0 0.00	0 0.00	1 0.96	1 0.96

AGRC

			High	Low	Medium	ATTR Total
AGRC	Capitol Hosting	Mike Tyrrell	0 0.00	0 0.00	1 0.60	1 0.60
		Mycah Mattox	1 0.36	0 0.00	0 0.00	1 0.36
		Assigned to Individual Total	2 2.30	2 40.24	3 1.34	7 12.73
	Help Desk	Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Internal Application Development and Support	John Bracken	0 0.00	2 0.15	0 0.00	2 0.15
		Assigned to Individual Total	0 0.00	2 0.15	0 0.00	2 0.15
	Network Operations	Kelli Okumura	0 0.00	2 0.92	0 0.00	2 0.92
		Assigned to Individual Total	0 0.00	2 0.92	0 0.00	2 0.92
	Assigned Group Total		2 2.30	27 4.87	3 1.34	32 4.38
Customer Company Total			2 2.30	27 4.87	3 1.34	32 4.38

AGRC

Detail

INC000000541435	Michael Foulger	Network	None	None		TIR Missed: No		0.31
	Network Operations	Kelli Okumura	AGRC	Low	Closed	TTR Missed: No		0.37
INC000000541451	Michael Foulger	Application	Password	Novell GroupWise		TIR Missed: No		0.33
	Application Services	Tony Larsen	AGRC	Low	Closed	TTR Missed: No		0.33
INC000000541827	Scott T Davis	Application	Password	Novell GroupWise		TIR Missed: Yes		2.17
	Application Services	Martin Gonzalez	AGRC	Low	Closed	TTR Missed: No		2.44
INC000000541835	Hussein Yazdani	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: Yes		6.04
INC000000541890	David Buell	Network	Performance	None		TIR Missed: No		0.15
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: Yes		6.71
INC000000541896	Cindy Clark	Network	Performance	None		TIR Missed: No		0.07
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: Yes		6.65
INC000000542116	Steven Gourley	Server	None	None		TIR Missed: No		0.23
	Capitol Hosting	Mike Tyrrell	AGRC	Medium	Closed	TTR Missed: No		0.60
INC000000542582	David Buell	Application	Reporting	None		TIR Missed: No		0.00
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: Yes		6.17
INC000000542586	Zachary Beck	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: Yes		6.22
INC000000542770	Scott T Davis	Server	Error	None		TIR Missed: No		0.36
	Capitol Hosting	Mycah Mattox	AGRC	High	Closed	TTR Missed: No		0.36
INC000000542894	Michael Foulger	Network	None	None		TIR Missed: No		0.72
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No		2.58
INC000000543162	Hussein Yazdani	Application	Password	Changepoint		TIR Missed: No		0.13
	Internal Application Development a	John Bracken	AGRC	Low	Closed	TTR Missed: No		0.13
INC000000543410	Scott T Davis	Server	Performance	None		TIR Missed: No		0.00
	Capitol Hosting	Matt Dunlap	AGRC	Medium	Closed	TTR Missed: No		0.96
INC000000543470	Mike Heagin	PC/Laptop	Performance	None		TIR Missed: No		0.32
	Capitol Desktop Support	Scott Wunderlich	AGRC	Low	Closed	TTR Missed: No		2.43
INC000000543525	Zachary Beck	Network	Performance	None		TIR Missed: No		0.16
	Capitol Desktop Support	Scott Wunderlich	AGRC	Low	Closed	TTR Missed: No		0.97
INC000000543610	Matt Peters	PC/Laptop	Hardware	None		TIR Missed: No		0.27
	Capitol Desktop Support	Scott Wunderlich	AGRC	Low	Closed	TTR Missed: No		0.50

AGRC

INC000000543614	Michael Foulger	Server	Performance	None		TIR Missed: No	0.37
	Capitol Hosting	Joe Benson	AGRC	Low	Resolved	TTR Missed: Yes	79.05
INC000000543705	Jessie Pechmann	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	AGRC	Low	Closed	TTR Missed: No	0.00
INC000000543712	Christy Heaton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	AGRC	Low	Closed	TTR Missed: No	0.00
INC000000544394	Spencer Jenkins	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.01
	Application Services	Dustin Crump	AGRC	Low	Closed	TTR Missed: No	0.01
INC000000544601	Jessie Pechmann	Network	None	None		TIR Missed: No	0.16
	Internal Application Development a	John Bracken	AGRC	Low	Closed	TTR Missed: No	0.16
INC000000544694	Rick Kelson	PC/Laptop	Performance	None		TIR Missed: No	0.05
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	0.65
INC000000544698	Zachary Beck	Network	Error	None		TIR Missed: No	0.39
	Capitol Hosting	Joe Benson	AGRC	Low	Closed	TTR Missed: No	1.43
INC000000544775	Scott T Davis	Server	Performance	None		TIR Missed: No	0.97
	Capitol Hosting	Joe Benson	AGRC	Medium	Closed	TTR Missed: No	2.46
INC000000547080	K Kelly Green	Application	Error	Novell Messenger		TIR Missed: No	0.78
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	1.15
INC000000547197	Michael Foulger	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	AGRC	Low	Closed	TTR Missed: No	0.00
INC000000549090	Matt Peters	Network	Performance	None		TIR Missed: Yes	1.39
	Network Operations	Kelli Okumura	AGRC	Low	Closed	TTR Missed: No	1.48
INC000000549527	Scott T Davis	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	AGRC	Low	Resolved	TTR Missed: No	0.00
INC000000550115	Matt Peters	Application	Error	None		TIR Missed: No	0.28
	Application Services	Paul Lundell	AGRC	Low	Resolved	TTR Missed: No	0.33
INC000000550311	Cindy Clark	Network	Error	None		TIR Missed: No	0.80
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	5.48
INC000000552527	Matt Peters	Application	Error	None		TIR Missed: No	0.29
	Capitol Hosting	Joe Benson	AGRC	High	Resolved	TTR Missed: Yes	4.24
INC000000553354	Bert Granberg	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.06
	Application Services	Dustin Crump	AGRC	Low	Resolved	TTR Missed: No	0.16